Trusted Subprocessors and Infrastructure Overview

View a list of our trusted subprocessors who help us deliver our services while maintaining high standards of security, data protection, and compliance.

Most of our infrastructure is managed and maintained on self-hosted private VPS instances, hosted in secure data centers located in Europe (France, Germany, and the Netherlands) via trusted providers such as Scaleway and OVHCloud.

Self-Hosted Tools

These tools are fully managed by the Unicis team and hosted in our private infrastructure within the EU:

- **Nextcloud** – File storage and document management. Used for internal collaboration, document sharing, and file hosting.
- **OnlyOffice** – Document editing suite integrated with Nextcloud. Used for collaborative editing of internal documents.
- **DokuWiki** – Company handbook and internal knowledge base. Hosted at handbook.unicis.tech.
- **Jitsi Meet** – Open-source video conferencing. Used for larger team calls and external meetings.
- **Moodle** – Online training and course delivery. Used only for remote/external training services and EU project training deliverables — not internal team training.
- **Matomo** – Privacy-focused web analytics platform. Used as an alternative to Google Analytics for unicis.tech.
- **Listmonk** – Self-hosted newsletter and email campaign platform. Replaces Mautic for all email marketing.
- **Dolibarr** – Self-hosted CRM, ERP, and billing system. Used for customer, partner, vendor, and subscription management.
- **n8n** – Workflow automation tool. Used for system integrations and process automation.
- **LimeSurvey** – Open-source survey tool. Used for EU project surveys and customer feedback.
- **FreeScout** – Self-hosted support inbox. Used to manage inbound support requests.
- **Metabase** – Business intelligence and analytics platform. Used for platform subscription dashboards and reporting.
- **Fider** – Open-source product feedback and roadmap tool. Used for community-facing roadmap input.
- **OpenProject** – Project and work package management. Used for EU project deliverables and timesheets.
- **Vaultwarden** – Self-hosted password and secrets management. Used to securely store shared credentials.
- **Wazuh** – Open-source SIEM and security monitoring. Used for security control monitoring and vulnerability management.

* **Unicis Platform** – Used to manage MVSP and audit checklists, GDPR, and risk management compliance. Internal security awareness training is delivered via its Interactive Awareness Training Program module.

Third-Party Service Providers

These services are used only where necessary to support our operations, always subject to privacy and security review:

- **GitLab** – Source code repository, CI/CD pipelines, and MonitorBot for status page automation. GitLab Privacy Policy
- **GitHub** – Community edition source code and open-source collaboration. GitHub Privacy Statement

- **OVHCloud** – Domain name management and VPS hosting (Germany). OVHCloud Privacy Policy
- **Scaleway** – Bare-metal hosting for primary infrastructure (France, Netherlands). Scaleway Privacy Policy
- **Xolo.io** – Invoicing, tax reporting, and financial compliance (Estonia). Xolo Privacy Policy
- **Vimeo** – Hosting for demo and product videos. Vimeo Privacy Policy
- **Wise** – International banking and payment transfers. Wise Privacy Policy

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AI Model Providers

These services provide AI/LLM inference capabilities used by Unicis production systems:

- **OVHcloud AI Endpoints — Meta-Llama-3.3-70B-Instruct** – Serverless large language model inference API, hosted by OVHcloud in the EU (France). Endpoint: oai.endpoints.kepler.ai.cloud.ovh.net. OVHCloud Privacy Policy

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Virtual Private Server (VPS) Providers

Our core services are hosted in trusted European data centers:

- **OVH HOSTING LIMITED** – Server located in Germany. OVH Terms and Conditions
- **Scaleway** – Bare metal servers in France and the Netherlands. Scaleway Privacy Policy

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For any questions about our subprocessors or data handling, contact privacy@unicis.tech.

See also: Third-Party & Contractor Infrastructure Security (TPSRM)

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